

## ATTACHMENT K

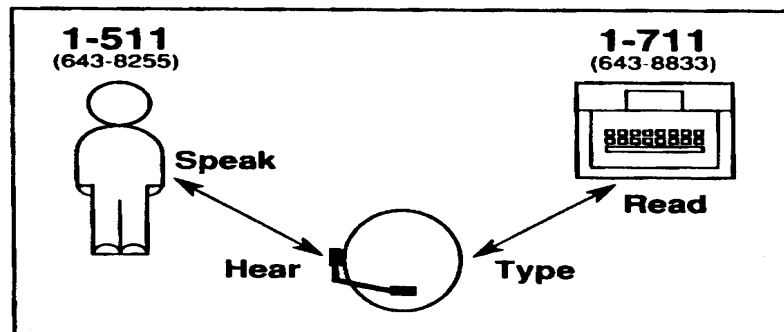
### HOW TO USE THE TELECOMMUNICATIONS RELAY SERVICE AND VIDEO RELAY SERVICE

#### What is the Telecommunications Relay Service (TRS)?

The Telecommunications Relay Service (TRS) is a communication system which provides telephone communication access to persons who are deaf, hard of hearing, deaf-blind or speech-impaired. The TRS enables two-way communication by wire or radio between an individual who uses a TTY and an individual who does not use such a device. A TTY (Teletypewriter) is sometimes referred to as a TDD (Telecommunications Device for the Deaf), or a Text Telephone. TTY is the abbreviation preferred by persons who are deaf, hard of hearing, deaf-blind or speech-impaired. Sprint Relay Hawaii currently provides TRS for Hawaii.

#### How do I use the TRS if I am hearing?

If you are a person who is hearing and do not have a TTY and wish to talk to someone who does, call **711**, which connects you to a Communication Assistant (CA). Then you tell the CA the number you are calling, and the CA dials the number. The CA will then let you know if the number is ringing, busy or disconnected. If the telephone you are calling is answered, the CA will start typing on a TTY, identify that this is a TRS call, and inform the person who answers that you are on the line. Communication is carried out through a three-way process in which you speak to the CA who types what is said so the person called can read the message on the TTY. Then the person called types in a response, which the CA reads aloud to you. All communication is done as if the CA were not part of the conversation.



## **How do I use the TRS if I am deaf, hard of hearing, deaf-blind, or speech-impaired?**

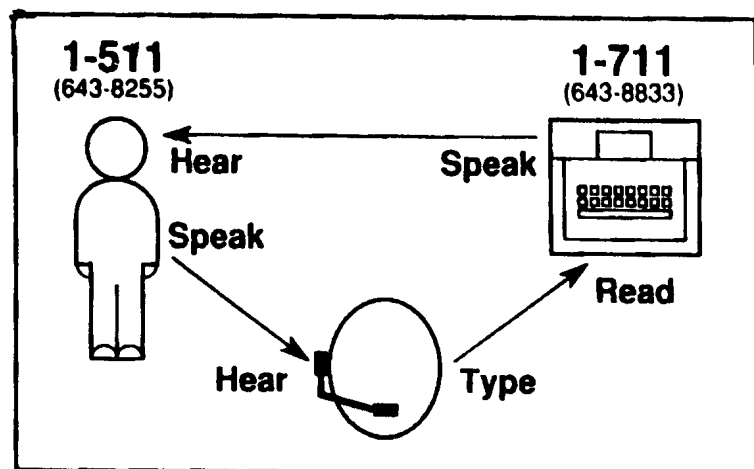
If you are a person who is deaf, hard of hearing, deaf-blind or speech-impaired using a TTY to communicate with a hearing person who is without a TTY, call **711**. Communication is the same, with you typing in the information to the CA and the CA reading the information aloud to the person who is hearing. The TRS has also installed special equipment to allow computer users with modems to access the TTY lines.

## **At what times can I make TRS calls?**

The TRS is available 24 hours a day, seven days a week. There is no time limit on the length of the call, or on the number of calls made. TRS is available on all islands by using the same telephone numbers given above. No charges are made for local TRS calls. Toll calls through the TRS are charged at the regular long distance rate.

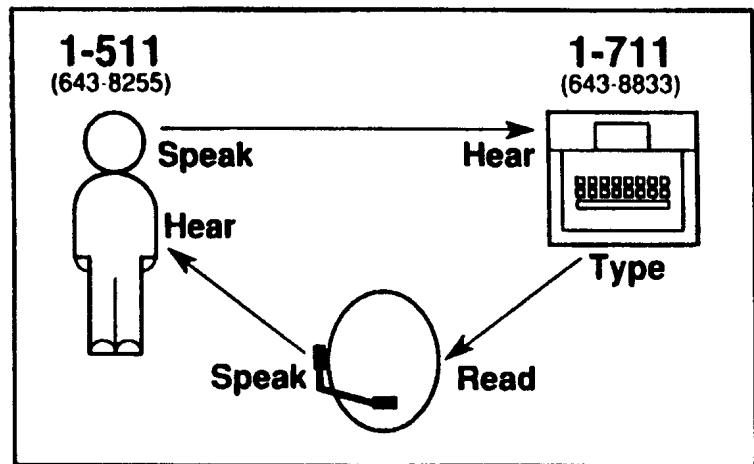
## **What if I can speak but can't hear?**

This is referred to as Voice Carry Over (VCO). Communication is handled by using the TRS to type the message to you from the person without a TTY. You then pick up the telephone and respond directly to the person. The CA will then type the person's response to you and the conversation will proceed as described above.



## What if I can hear but can't speak?

This is referred to as Hearing Carry Over (HCO). It is the reverse of the process described above. The CA will read your message on the TTY to the other party. You then lift the receiver to hear the response directly from the other party.



## Are TRS calls private?

The CA is required to keep all information confidential and cannot interrupt either caller unless the CA needs to clarify a message. The CA is also required to inform either party of background noise, conversations and anything that could be heard by either party, as though both were hearing.

## Are there any helpful tips to make the TRS call easier?

- **Speak slowly and clearly** so that the CA can accurately convey your message.
- **Don't interrupt the CA**, but rather wait until you hear or see the letters "GA" before responding to the other party. Let the CA know that you are finished speaking by saying "Go Ahead" or typing "GA" at the end of your message. The CA will then type or say "GA," and the other party will know it is his or her turn to respond.
- **TRS calls do take longer than regular phone calls**, so have all materials that you may need handy in order to keep the call as short as possible.
- **There are also some clues** which you could say or type, such as "HaHa," "Huh," "Ugh," "Umm," "Smile," or other indications of your feelings so that the other party will get an idea of your state of mind (e.g., if you are being sarcastic) during the conversation.
- **When you are ready to end your phone call**, it is polite to say or type "GA to SK," meaning "Go Ahead" to "Stop Keying," which lets the other caller know that the conversation is over and that both parties can now hang up.

## **What is the Video Relay Service (VRS)?**

It is a telephone communication service for a person who has a hearing or speech impairment. The VRS is the video counterpart of a TTY relay service, in which the user types on a terminal, and the relay operator speaks the messages to the recipient. In a VRS system, a videophone is used, and the user dials a VRS operator who is fluent in American Sign Language (ASL). The operator dials the recipient's telephone, views the signing over the videophone, and converts it to speech. The operator also converts the spoken responses back to ASL for the VRS user.

For more information, contact  
**Sprint Hawaii Telecommunications Relay Service**  
**925 Dillingham Blvd. Room 126**  
**Honolulu, HI 96817**  
**(808) 847-9012 TTY; (808) 847-9508 Fax**

## ATTACHMENT L

### SAMPLE STATEMENTS FOR REGISTRATION FORMS

The registration form is an opportunity to obtain information about a participant's needs. The following are three examples of statements appropriate for registration forms:

#### SAMPLE 1

I am requesting the following auxiliary aids or services due to my disability: \_\_\_\_\_

I may be contacted at the following telephone number during day hours for more information: \_\_\_\_\_

#### SAMPLE 2

Auxiliary aids or services for individuals with disabilities (e.g., sign language interpreter, large print materials, taped materials, accessible parking) can be provided, if requested in advance. Please call (indicate telephone number V/TTY/TRS) by (indicate deadline date) and speak with (indicate name of a person) to discuss your needs.

### **SAMPLE 3**

Please indicate any auxiliary aid or service needed, due to disability that would assist you in participating in the activity:

- ☐ Audiocassette tape
- ☐ Large print
- ☐ Braille
- ☐ Sign language interpreter
- ☐ Amplification system, please specify \_\_\_\_\_
- ☐ Accessible parking
- ☐ Accessible facility
- ☐ Special diet, please specify \_\_\_\_\_
- ☐ Mobility assistance, please specify \_\_\_\_\_
- ☐ Other, please specify \_\_\_\_\_

I may be contacted at the following telephone number for more information:

\_\_\_\_\_.

## **ATTACHMENT M**

### **GUIDELINES FOR UTILIZING SIGN LANGUAGE/ENGLISH INTERPRETERS**

These guidelines are derived from Hawaii Administrative Rules, Chapter 11-218.



This symbol indicates that a sign language interpreter is available. Sign language/English interpreting is a process by which communication is conveyed by an interpreter and two individuals, one of whom is hearing and one of whom is deaf.

#### **What credentials should an interpreter have?**

A credentialed interpreter holds a valid certificate awarded by the National Registry of Interpreters for the Deaf, National Association of the Deaf, or a valid state classification awarded by the Disability and Communication Access Board.

#### **What is NOT considered a valid credential of interpreting skills?**

Completion of sign language classes indicates only that the person may know some signs. A signer is not always an interpreter. He or she should not represent him or herself as an interpreter without valid credentials.

#### **Who do I hire as an interpreter?**

The person who is deaf, hard of hearing, or deaf-blind may state a preferred interpreter who should be hired when possible. If no preference is stated, then the interpreter with the highest level of credentials should be hired first, followed by lesser levels of credentials in descending order.

#### **How do I hire an interpreter?**

Contact the interpreter referral service listed at the end of this Attachment and provide them with the following information:

- name of the person who is asking for the interpreter;
- the purpose of the meeting;
- location of the meeting;

- the start and stop times of the meeting;
- interpreter preference, if any, of the person who is deaf, hard of hearing or deaf-blind;
- the name and phone number of an onsite contact person;
- the agency or individual to be billed for interpreter services.

The referral service will then contact the appropriate interpreter and call you with the name of the interpreter accepting the assignment.

### **How much does an interpreter cost?**

The Disability and Communication Access Board sets guidelines for sign language interpreter fees based upon the interpreter's level of certification. These guidelines are established for State Executive Branch agencies. Discuss fees with the interpreter before the meeting is scheduled. Fees should be agreed upon by the interpreter and the purchaser of the services before the service is rendered.

### **When might I need to hire an interpreter who is deaf?**

If a consumer who is deaf is highly visual or deaf-blind or uses a different sign language dialect, then hiring an interpreter who is deaf is necessary to ensure effective communication. This would require hiring two interpreters -- one hearing and one deaf. The interpreter who is deaf acts as an intermediary and relays information between the consumer who is deaf and the hearing interpreter.

### **What if I need to cancel my request for interpreter services?**

When interpreter services are canceled, fees are based on when you cancel and the length of the assignment, as indicated below. "Full charges" means the interpreter will charge for the full time of the scheduled interpreting assignment.

<b>Assignment Duration</b>	<b>Cancellation Time</b>	<b>Fees Charged</b>
Less than 2 hours	At least 1 working day	None
Less than 2 hours	Less than 1 working day	Full charges
2 to 4 hours	At least 2 working days	None
2 to 4 hours	Less than 2 working days	Full charges
4 hours or more	At least 3 working days	None
4 hours or more	2 to 3 working days	Minimum of 2 hours plus half of remaining scheduled time
4 hours or more	Less than 1 working day	Full charges

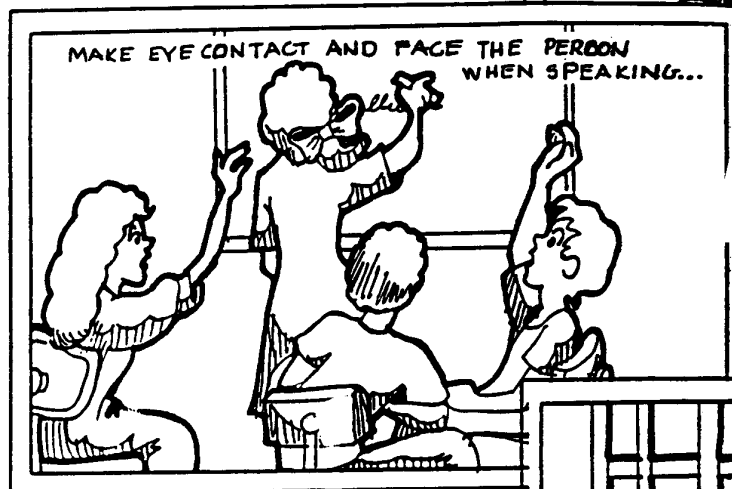
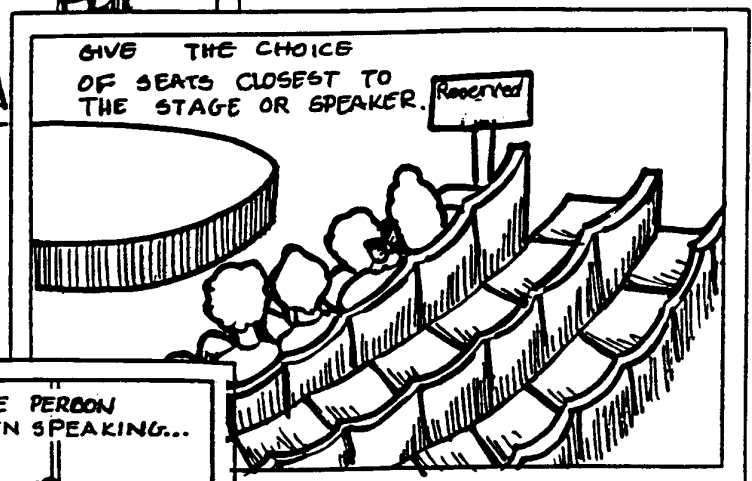
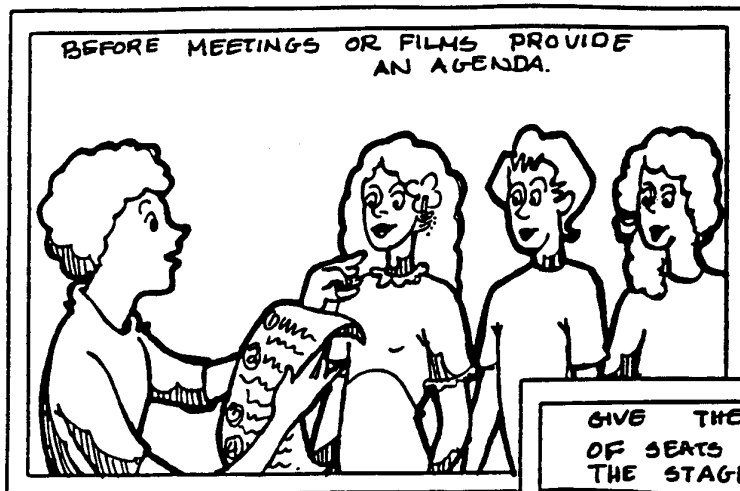


**What if the consumer or the interpreter doesn't show up?**

According to the Hawaii Administrative Rules, Title 11 Chapter 218, "Communication Access Services for Persons who are Deaf, Hard of Hearing, and Deaf-Blind," failure to appear by an essential person who is deaf, hard of hearing, or deaf-blind or an essential person who is hearing is considered a cancellation and fees are payable to the provider as shown. Failure to appear by a communication access provider is not a cancellation and no fees are payable to the provider who fails to appear. For assignments where two providers are scheduled and one fails to appear, the solo provider shall be paid the full fee plus 30 percent of the hourly rate.

**The following two pages provide tips on working with an interpreter:**

(See graphics on page 4 and tips on page 5 of this ATTACHMENT.)



- **Know when two interpreters should be hired.**

For a meeting of more than one and one-half hours, and with constant interpreting, two interpreters should be hired. The interpreters will take turns every twenty to thirty minutes. If two interpreters cannot be hired, one interpreter should be given the option of accepting the assignment with frequent breaks. There are times when a team may consist of interpreters who are both deaf and hearing.

- **Provide good lighting for the interpreter.**

If an interpreting situation requires darkening the room to view slides, videotapes, or films, auxiliary lighting such as a small lamp or spotlight is necessary so that the person who is deaf, hard of hearing, or deaf-blind can see the interpreter clearly. If auxiliary lighting is not available, check to see if room lights can be dimmed and still provide sufficient lighting to see the interpreter. If it cannot be arranged onsite, inform the interpreter and suggest the interpreter bring a flashlight.

- **Schedule breaks during the meeting.**

The interpreter and the consumers who are deaf, hard of hearing, or deaf-blind will need occasional breaks. These breaks allow time for the consumer to relieve eye strain caused by focusing on one position for a long period of time and for the interpreter to rest his or her hands and mind. Physical strain is also experienced by both the consumer who is deaf-blind and the tactile interpreter during prolonged interpreting situations, so frequent breaks should be scheduled for both.

- **Remember that the interpreter may be a few words behind the speaker.**

Don't speak too slowly or too quickly. If necessary, the interpreter or consumer may ask the speaker or signer to slow down or repeat a word or sentence for clarification. Given the nature of the interpreting process, the best interpreters use time lag to absorb an entire thought from the first language before producing it in the other language. All consumers should allow enough time for the message to be received and transmitted, so that either party can ask questions or join the discussion.

### **Recognize that the interpreter is a professional.**

If there is sufficient time, a meeting agenda and/or a vocabulary list (for technical situations) may be mailed to the interpreter or provided when he or she arrives at

the site. If the consumer who is deaf, hard of hearing, deaf-blind or hearing is new to the interpreter, it is recommended that they meet a few minutes before the assignment to introduce themselves. This enables the interpreter and the consumer to become accustomed to each other's sign dialect and preferences. The interpreters and consumers will agree on the best placement for the interpreter, (i.e., in sufficient light, not in front of a bright light source, etc.).

### **Who can I call to obtain an interpreter?**

Hawaii Interpreting Services  
(808) 394-7706  
Email: [sabina@interpretinghawaii.com](mailto:sabina@interpretinghawaii.com)

### **Who can I contact for credentialing of interpreters in Hawaii?**

**Local Interpreter Quality Assurance Screening**  
Disability and Communication Access Board  
(808) 586-8130 TTY; (808) 586-8121 V/TTY; (808) 586-8129 FAX  
Email: [dcab@doh.hawaii.gov](mailto:dcab@doh.hawaii.gov)

### **Who develops rules for state government agencies regarding sign language interpreter services?**

The Disability and Communication Access Board (DCAB) develops administrative rules for providers of communication access services, such as sign language/English interpreters. The rules establish guidelines for State Executive Branch agencies hiring providers, including credentials and recommended fees. Contact the Disability and Communication Access Board for a copy of the rules or more information on hiring interpreters.

If you need to hire an interpreter on a fee-for-service basis, the next two pages, **ATTACHMENT M-1**, provide a sample purchase order for interpreter services, as well as a sample invoice from a freelance interpreter billing for services. (Please note that the hourly rate indicated on the invoice is for illustrative purposes only and not intended to reflect a recommended billing rate.)

**STATE OF HAWAII  
REQUISITION & PURCHASE ORDER  
DEPARTMENT OF HEALTH**

Department of Protocol

DOP 000

ORGANIZATION

FUNCTION AND ACTIVITY

**NOTICE TO VENDORS**

Conditions of purchase are listed on the back side of this purchase order. Please read carefully.  
Payments may be delayed if all steps are not followed.

COMMUNICATION SYSTEMS, INC.  
500 KAUAI AVENUE  
HONOLULU, HI 96800

**PURCHASE  
ORDER NO.**

00593910

Date XX XX XX

Deliver Before \_\_\_\_\_

**DELIVERY ADDRESS**

1234 Kona Street  
Honolulu, HI 96813

**BILLING ADDRESS**

same as above

The State of Hawaii is an EQUAL EMPLOYMENT OPPORTUNITY and AFFIRMATIVE ACTION employer. We encourage the participation of women and minorities in all phases of employment.

QUAN.	UNIT	DESCRIPTION	OBJECT	UNIT PRICE	AMOUNT
		Fee-for-service for Joe Hawaii to provide inter- preter services to provide communication access for individuals who are deaf or hard of hearing to access the programs of the Department of _____ for the quarter ending December 31, XXXX	7190		250.00
	XX				

XXXXX

XXX-XXXX

REQUISITIONER

TELEPHONE

**VOUCHER  
NUMBER**

AUTHENTICATED BY: \_\_\_\_\_

GOODS/SERVICES RECEIVED IN GOOD ORDER AND CONDITION BY \_\_\_\_\_

DATE \_\_\_\_\_

AUTHORIZED SIGNATURE \_\_\_\_\_

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JOE HAWAII  
dba COMMUNICATION SYSTEMS, INC.  
500 Kauai Avenue  
Honolulu, HI 96800

## **INVOICE**

December 15, xxxx

Department of Protocol  
Accounts Receivable  
1234 Kona Street  
Honolulu, HI 96813

For services rendered during the month of December xxxx for interpreter services to provide communication access for individuals who are deaf or hard of hearing to access Department of Protocol programs.

December 1, xxxx	8:00 a.m. - 12:00 p.m.	4 hours	\$100.00
TOTAL			\$100.00

Please send the payment to the address listed above.

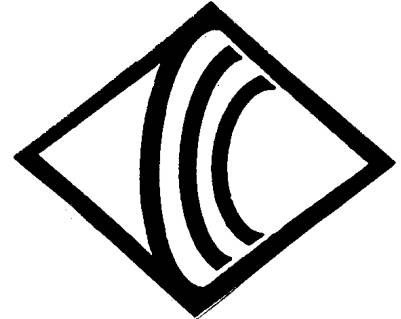
Sincerely,

JOE HILO

## **ATTACHMENT N**

### **GUIDELINES FOR UTILIZING REAL-TIME CAPTIONERS**

This symbol indicates that a certified real-time captioner is available. Real-time captioning is sometimes presented as Computer Aided Real-time Translation (CART). Real-time captioning services are especially useful for those people who are deaf, hard of hearing, or deaf-blind who do not use sign language and for large group events or meetings.



#### **What do real-time captioners do?**

Real-time captioners provide simultaneous, visible transcription of the speaker's words and are usually trained court reporters. A captioner takes down whatever is said, word for word, on a stenographic machine and a computer with captioning software. The words are then encoded by a special device and projected onto a screen so that people who are deaf, hard of hearing, or deaf-blind can read what is being said.

#### **What certification is required for real-time captioners?**

A certified real-time captioner holds a valid certification awarded by the National Court Reporters Association or a state board of certified shorthand reporters.

#### **Who develops the rules in Hawaii government agencies for real-time captioners?**

These guidelines are derived from Hawaii Administrative Rules, Chapter 11-218. The Disability and Communication Access Board develops administrative rules for providers of communication access services, such as real-time captioners. The rules establish guidelines for State Executive Branch agencies hiring providers, including credentials and recommended fees. Guidelines for real-time captioners are similar to those for interpreters (see Attachment M). Contact the Disability and Communication Access Board at the phone numbers below for more information or for a copy of the rules and a list of providers.

If you need to hire a real-time captioner on a fee-for-service basis, the next two pages, **ATTACHMENT N-1**, provide a sample purchase order for real-time captioning services, as well as a sample invoice from a freelance real-time captioner billing for services. (Please note that the hourly rate indicated on the invoice is for illustrative purposes only and not intended to reflect a recommended billing rate.)

**STATE OF HAWAII  
REQUISITION & PURCHASE ORDER  
DEPARTMENT OF HEALTH**

Department of Protocol

DOP 000

ORGANIZATION

FUNCTION AND ACTIVITY

**NOTICE TO VENDORS**

Conditions of purchase are listed on the back side of this purchase order. Please read carefully.  
Payments may be delayed if all steps are not followed.

COMMUNICATION ACCESS  
750 HAWAII BLVD.  
HONOLULU, HI 96800

PURCHASE  
ORDER NO.

00593910

Date XX XX XX

Deliver Before \_\_\_\_\_

**DELIVERY ADDRESS**

1234 Kona Street  
Honolulu, HI 96813

**BILLING ADDRESS**

same as above

The State of Hawaii is an EQUAL EMPLOYMENT OPPORTUNITY and AFFIRMATIVE ACTION employer. We encourage the participation of women and minorities in all phases of employment.

QUAN.	UNIT	DESCRIPTION	OBJECT	UNIT PRICE	AMOUNT
		Fee-for-service to provide real-time captioning services to provide communication access for individuals who are deaf or hard of hearing to access the programs of the Department of _____ for the quarter ending December 31, xxxx	7190		250.00
	XX				

XXXXXX  
REQUISITIONER

XXXX-XXXX  
TELEPHONE

VOUCHER  
NUMBER

AUTHENTICATED BY:

GOODS/SERVICES RECEIVED IN GOOD ORDER AND CONDITION BY \_\_\_\_\_ DATE \_\_\_\_\_

AUTHORIZED SIGNATURE \_\_\_\_\_

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01	621	X	XX	000	X	7190				xxx	250	00					

STATE ACCOUNTING FORM C-03  
JULY 1, 1983, REVISED



JACK LIHUE  
dba COMMUNICATION ACCESS  
750 Hawaii Blvd.  
Honolulu, HI 96800

## **INVOICE**

December 20, xxxx

Department of Protocol  
Accounts Receivable  
1234 Kona Street  
Honolulu, HI 96813

For services rendered during the month of December xxxx for real-time captioning services to provide communication access for individuals who are deaf or hard of hearing to access Department of Protocol programs.

December 15, xxxx	8:00 a.m. - 11:00 p.m.	3 hours	\$60.00
TOTAL			\$60.00

Please send the payment to the address listed above.

Sincerely,

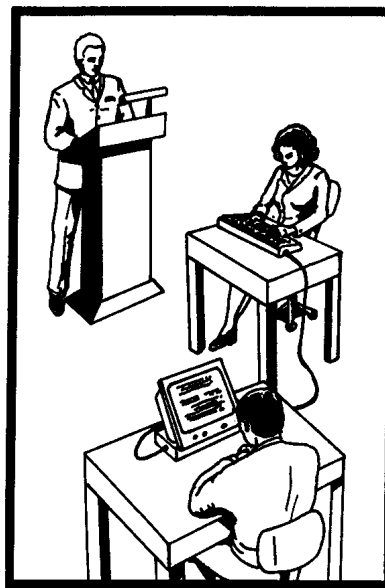
JACK LIHUE

## **ATTACHMENT O**

### **GUIDELINES FOR UTILIZING COMPUTER-ASSISTED NOTETAKERS**

#### **What is computer-assisted notetaking (CAN)?**

Computer-assisted notetakers provide an important service for those people who are deaf, hard of hearing or deaf-blind who do not use sign language, making it easier for their participation at meetings or in classrooms. Computer-assisted notetaking (CAN) services mean professional services performed by a typist using a laptop computer. The CAN typist provides a summary of a speaker's words or notes typed into a laptop computer and displayed onto its screen. CAN services are distinguished from real-time captioning services in that what is typed may be simultaneous, but not necessarily word-for-word, and stenographic equipment and skills are not involved.



#### **Are computer-assisted notetakers credentialed?**

There currently are no known national or local agencies that award credentials for computer-assisted notetakers. It is advisable that a state agency utilize a person who meets all or a majority of the following characteristics in order to provide computer-assisted notetaking services:

- ability to organize and summarize information
- ability to type at least 60 words per minute
- familiarity with the subject being discussed
- experience working with consumers who are deaf, hard of hearing, or deaf-blind
- working knowledge of laptop computers and word-processing software
- good auditory, verbal, and spelling skills

## **Who develops rules for Hawaii state government agencies regarding computer-assisted notetakers?**

These guidelines are derived from Hawaii Administrative Rules, Chapter 11-218. The Disability and Communication Access Board develops administrative rules for providers of communication access services, such as computer-assisted notetakers. The rules establish guidelines for State Executive Branch agencies hiring providers, including recommended fees. Guidelines for computer-assisted notetakers are similar to those for interpreters (see Attachment M). Contact the Disability and Communication Access Board at the phone numbers below for more information or for a copy of the rules. The Disability and Communication Access Board can also provide a list of resources that includes computer-assisted notetaking services and information.

If you need to hire a computer-assisted notetaker on a fee-for-service basis, the next two pages, **ATTACHMENT O-1**, provide a sample purchase order for computer-assisted notetaker services, as well as a sample invoice from a freelance computer-assisted notetaker billing for services. (Please note that the hourly rate indicated on the invoice is for illustrative purposes only and not intended to reflect a recommended billing rate.)



JANE KAUAI  
dba ADAPTATION, INC.  
P.O. Box 500  
Honolulu, HI 96800

## **INVOICE**

December 15, xxxx

Department of Protocol  
Accounts Receivable  
1234 Kona Street  
Honolulu, HI 96813

For services rendered during the month of December xxxx for computer assisted notetaker services to provide communication access for individuals who are deaf or hard of hearing to access Department of Protocol programs.

December 1, xxxx	8:00 a.m. - 10:00 a.m.	2 hours	\$18.00
December 3, xxxx	8:00 a.m. - 9:00 a.m.	1 hour	9.00
December 5, xxxx	10:00 a.m. - 12:00 p.m.	2 hours	18.00
December 7, xxxx	8:00 a.m. - 10:00 a.m.	2 hours	18.00
TOTAL			\$63.00

Please send the payment to the address listed above.

Sincerely,

JANE KAUAI

## ATTACHMENT P

### INFORMATION ON SERVICE ANIMALS

#### What is a service animal?

The Americans with Disabilities Act defines a service animal as “any guide dog, signal dog, or other animal individually trained to provide assistance to a person with a disability.” Hawaii law has a similar, but more specific definition. It relates only to dogs which assist people with disabilities. Hawaii law does not include reference to service “animals.”



- A “guide dog” assists a person who is blind or who has low vision. The animal provides mobility guidance within the community.
- A “signal (hearing) dog” assists people with hearing loss. The animal may perform functions such as alerting persons to sounds such as the doorbell, phone ringing, emergency sirens or other abnormal environmental sounds.
- A “service dog” or “service animal” assists people with mobility and other disabilities. The animal may assist people with mobility impairments by pulling wheelchairs, picking up items, carrying items or assisting persons with balance.

A service animal is not a pet. Furthermore, a service animal must perform specific functions and tasks that the individual with a disability cannot perform for him or herself. An animal which merely provides companionship and which is not trained to perform tasks is not a service animal, but a pet.

#### How can I tell if an animal is really a service or assistance animal and not a pet?

Some, but not all, service animals wear special collars and harnesses. Some, but not all, are licensed or certified and have identification papers. If you are not certain that an animal is a service animal, you may ask the person who has the animal if it is a service animal required because of a disability. However, an individual generally is not required to show documentation as a condition for providing service to the individual when accessing a government site. Some exceptions are for housing or restricted access areas.

If you have a concern, ask the person the following:

“Is this a service animal required because of your disability?”

If the person answers yes, you should generally accept his or her word as proof unless the animal’s behavior indicates otherwise.

**What can you expect from a service animal and his or her owner?**

Although a service animal is not necessarily harnessed, it is reasonable to expect that the service animal will remain under the control and direct supervision of the person with a disability and not stray unattended in the facility or site. Otherwise, the animal is not performing its function as an “aide” for the person with a disability. Under state law, if the service animal is a dog, it should be on a leash.

You can expect appropriate, non-disruptive behavior from a service animal. You may exclude any animal, including a service animal, from your facility when that animal’s behavior poses a direct threat to the health or safety of others. For example, any service animal that displays vicious behavior towards other guests or customers may be excluded. You may not, based on your past experience with other animals, make assumptions about how a particular animal is likely to behave. Each situation must be considered individually.

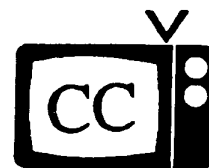
Although you may exclude any service animal that is out of control, you should give the individual with a disability who uses the service animal the option of continuing to enjoy your goods and services without having the service animal on the premises.

You can expect a person with a disability to care for his or her service animal. The care or supervision of a service animal is the responsibility of his or her owner. You, as a state department or agency, are not required to provide care or food or a special location for the animal. However, it is helpful to have an appropriate location designated where a person may be directed to take his or her service animal if the animal needs to be relieved.

## ATTACHMENT Q

### INFORMATION ON CAPTIONING SERVICES AND RESOURCES

These symbols indicate that captioning for people who are deaf, hard of hearing, or deaf-blind is available. Captioning is a process of putting spoken words in a written format onto a screen, to provide communication access to deaf, hard of hearing, or deaf-blind individuals. Various types of captioning include open, closed, real-time and off-line captions. They can be used in various situations, such as meetings, classrooms, television programs, and videotapes. Real-time and off-line captioning can be either open or closed.



#### **What are the different types of captioning?**

Closed-captions are shown on the television screen when specifically activated.

Open-captions can appear on any screen without special equipment, but cannot be turned off.

Real-time captioning provides simultaneous transcription and is usually provided by trained courtroom reporters. Real-time captioning is often used for meetings and live events on television.

Off-line captioning is the process of adding captions before or after the production of a program or videotape. It is usually used for recorded shows, movies, and videotapes.

#### **What equipment is necessary to view captioning?**

Since July 1, 1993, all televisions with screens thirteen inches and larger, manufactured or imported for use in the United States, have been equipped with built-in decoder chips. Televisions that do not have the chip can be hooked up to an external decoder so that closed-captions will show on the screen. Open-captions do not require decoder equipment, and can be viewed on any television.



**Where can I find captioned videotapes and shows?**

Television program listings in the newspaper often indicate when a show is captioned. The start of a program or movie will show “Closed-Captioned,” “CC” or a logo (represented above) so that the viewer knows the program is captioned. Recreational and educational videotapes, such as those bought from retail stores or rented at video rental stores, indicate on the package that they are captioned. A box with a short tail (for closed-captioning) or a box with the letters “CC” enclosed are some of the logos that have been used to indicate that the program, videotape, or event has captions.

**Where can I get external decoder equipment to use with TVs that do not have chips?**

Decoder devices can be ordered through local distributors or mail-order companies. Contact the Disability and Communication Access Board for a list of companies.

**Where can I find resources for captioning videos or meetings?**

Contact the Disability and Communication Access Board for a list of providers and resources that includes real-time or off-line captioning services and information.

# ATTACHMENT R



## EXECUTIVE CHAMBERS

HONOLULU

BENJAMIN J. CAYETANO  
GOVERNOR

March 19, 1998

### ADMINISTRATIVE DIRECTIVE NO. 98-02

TO: All Department and Agency Heads

SUBJECT: Facility Access

This directive supersedes Executive Memorandum 92-02.

#### New Construction and Alteration of State Buildings and Facilities

All new construction and alterations of buildings and facilities by the State, or on behalf of the State, shall be fully accessible to and usable by people with disabilities. Full access to and usable by people with disabilities shall mean conformance with the design requirements set forth in the Americans with Disabilities Act Accessibility Guidelines (ADAAG), as adopted and amended by the State of Hawaii Architectural Access Committee.

To implement the requirements for new construction and alterations, the State of Hawaii shall adhere to the legal requirements of §103-50 and §103-50.5, Hawaii Revised Statutes (HRS) and corresponding administrative rules, which provides for the review of state and county construction projects by the Commission on Persons with Disabilities and the issuance of variances by the Architectural Access Committee.

Each department or agency overseeing construction projects shall appoint a representative to serve as its liaison with the Commission on Persons with Disabilities for all construction by or on behalf of the department or agency. The representative shall ensure that all current facility construction documents and all master plans for development are submitted to the Commission for review and recommendations to ensure that accessibility provisions are incorporated at conceptual, schematic, and final stages of the project development.

## Existing State Buildings and Facilities

Programs and activities of State agencies occupying State office space/buildings not under construction or alteration but existing prior to the enactment of the Americans with Disabilities Act (ADA), shall when viewed in their entirety, be accessible to all persons. This will be achieved through the upgrading of all buildings serving the public to meet minimum facility requirements for program access, or shall be achieved programmatically by the user agency.

The Commission on Persons with Disabilities and the Department of Accounting and General Services shall establish policies and procedures for existing office space which shall identify minimum requirements for all existing facilities. Each Department shall develop a transition plan, consistent with the requirements of the ADA, to upgrade existing facilities to the minimum requirements for program access.

## Private Facilities Leased by the State of Hawaii

Programs and activities of State agencies occupying leased office space/buildings shall, when viewed in their entirety, be accessible to all persons. This will be achieved through the leasing of a building which meets minimum facility requirements for program access, or achieved programmatically by the user agency.

The leases of privately-owned facilities which are leased by the State of Hawaii for the operation of programs and services shall be executed so as to ensure program access. The Department of Accounting and General Services shall establish policies and procedures for leasing office space which shall set forth minimum requirements prior to entering into a lease. Other departments or agencies which lease space independent of the Department of Accounting and General Services shall follow criteria which equals or exceeds the requirements set forth by the Department of Accounting and General Services.

## State-Owned Facilities Leased to Private Entities

When the State is the lessor of a facility or site, the department or agency responsible for the facility or site shall negotiate with the lessee the responsibilities for compliance with the Americans with Disabilities Act, as it applies to the facility or site. Those responsibilities shall be specified in the lease document.



BENJAMIN J. CAYETANO

(Corrected: 4/20/98)